

Oklahoma Senate Committee on Appropriations

2013-14 Performance Report

Department of Public Safety #585

AGENCY MISSION STATEMENT:

Here a simple statement of the adopted mission of the agency should be provided, along with the entity or person(s) who adopted the mission statement and when it was adopted.

*Working to provide a safe and secure environment for the public through courteous, quality and professional services.*

LEAD ADMINISTRATOR:

*Secretary of Public Safety*

*Commissioner of the Department of Public Safety*

*Mike Thompson*

*3600 North M.L.King Ave.*

*P.O. Box 11415*

*Oklahoma City, Oklahoma 73136-0415*

*Phone (405)425-2001*

*Fax (405)425-2324*

*e-mail: mike.thompson@dps.state.ok.us*

GOVERNANCE:

Here a brief description of the agency's governance structure should be provided. Is the agency headed by a Governor appointee? An appointee of an independent board? Who selects the board, and who are the current members of the board.

Does the Board have any committees or subgroups? If so, please provide a detailed listing of the subgroups and their areas of focus.

*The Commissioner of the Department of Public Safety is appointed by the Governor and serves at the pleasure of the Governor.*

GOVERNANCE ACCOUNTABILITY:

Please provide copies of the minutes for any Commission/Board meetings the agency has had since July 1, 2010 in electronic format (Only in PDF format) Is there an attendance policy for board members/commissioners? If so, is it being followed?

*Not Applicable*

MODERNIZATION EFFORTS:

Please provide a listing of all government modernization efforts undertaken by the agency since July 1, 2010. Additionally, please provide any authorizing statutory changes that prompted the modernization efforts and whether those efforts have led to cost savings or additional cost burden.

*The DPS Driver License Services Division conducted the first training for Designated Examiners beginning Monday, October 22, 2012. There were 26 applicants but because of staffing we could only accommodate 18 spots for the class. The applicants were trained using the same process that DPS Examiners go through. The classroom portion of the training lasted 3 days. The actual behind-the-wheel training lasted another 3 days. (Normal training for DPS Examiners lasts 2 weeks for classroom and behind-the-wheel and then they will spend at least 2-4 weeks with another Examiner before an examiner is on their own). Six applicants were able to pass the requirements during that time and were allowed to begin administering the road tests. Our local district supervisors and training specialist continued to work with the remaining 12 applicants to train them. As of January 14, there are 12 applicants who have been certified to administer the test. Out of the 6 remaining, 1 has dropped out and we are still working with the 5 to get them certified.*

*Note: Normal training for DPS Examiners lasts 2 weeks for classroom and behind-the-wheel training and then they will spend at least 2-4 weeks working with another Examiner before we release them on their own.*

*There have been a few problems with the new Designated Examiners following instructions and conducting the driving tests according to procedures. We contribute this to the short period of time they had to train. We feel like once we get our auditors in place we will be able to address these issues and conduct re-training where needed.*

*We are in the process of hiring 3 auditors to oversee this program and also the Commercial Driver Education courses. Once we have these in place we will schedule our next training session for the Designated Examiners. We anticipate this being in the middle of February, 2013.*

*DL wait times have been reduced slightly but until programming is completed to allow the Designated Examiners to enter test scores in the DPS computer system, which will in turn allow an applicant to go straight to a Tag Agency, the applicant will still have to return to DPS to get their paperwork to take to a Tag Agency to have their restriction removed. DPS is working with OK.Gov on this programming and once that programming is in place it will greatly reduce the wait times.*

*Since the law took effect on November 1, 2013 to allow Driver Education Instructors to be certified by DPS to become Designated Examiners (DE) 26 people of been approved. This has helped reduce the wait times at Exam Offices. DPS is working on additional programming that will further reduce the lines at the DPS exam offices. Once programming is in place the applicant will be able to go straight to the Tag Agency after passing their tests with the DEs and avoid another trip to DPS.*

Oklahoma Senate Committee on Appropriations

2013-14 Performance Report

Department of Public Safety #585

*In the meantime, DPS is pilot testing a new online appointment scheduler (called In-Line, On-Line) which will allow the applicants that have taken their drive test with these Designated Examiners to go online and make an appointment to come to DPS to get their paperwork. This will reduce their wait times after passing their tests.*

*This In-Line, On-Line scheduler will go live to the public sometime in February.*

*For more information on In-Line, On-Line go to <http://www.dps.state.ok.us/inlineonline>*

*Update – DPS implemented an online appointment system. Inline Online went live in the Spring of 2013. DPS is continuing to work with OK.GOV to incorporate a queuing system to further enhance this online appointment system and will also help the applicants who choose not to make an appointment. It should streamline the people-flow at the DPS exam offices.*

DPS has also used the fee increase from SB652 to hire an additional 25 Examiners to help reduce the wait times at DPS exam offices statewide. We have already seen a benefit from this in the Oklahoma City metro area. Wait times have been reduced and applicants are able to be processed daily without having to turn anyone away for services.

What steps has the agency taken to cut costs and/or eliminate waste? Are there efforts that have been successful which you believe could serve as a model for other state agencies seeking to keep costs minimal?

*We have consolidated some departments to cut costs and maximize efficiency. One example would be the consolidation of our DL compliance division with our legal department. This has increased the number hearings facilitated by the Department of Public Safety.*

CORE MISSION:

What services are you required to provide which are outside of your core mission? Are any services you provide duplicated or replicated by another agency? Are there services which are core to your mission which you are unable to perform because of requirements to perform non-core services elsewhere?

No

PRIVATE ALTERNATIVES:

Are any of the services which are performed by the agency also performed in the private sector in Oklahoma? In other states? Has the agency been approached by any foundation, for-profit or not-for-profit corporation with efforts to privatize some of the functions of the agency?

*Please see Modernization Efforts section.*

Oklahoma Senate Committee on Appropriations

---

2013-14 Performance Report